Landline
Q. Is UC open to using over the top Internet instead of having to purchase additional SIP trunks?   R. *You are not limited to what you can propose. We invite you to provide the best solution that would meet UC's requirement and is cost effective*.
Q. Can you provide a list of existing PBXs?   R. *UC's prefers that Suppliers provide which PBX's they support.*   *At a minimum UC has amongst the top 7 PBX   systems.*
Q. Can you provide how many analog devices UC has?   R. *If you are referring to cloud, than it would be based on a case by case and depends on the campus location and the use case*.
Q. Are any particular handsets or soft phones required as part of the augmentation strategy?   R. *No, UC is not requiring Suppliers to offer particular model or soft client, we encourage you to provide solutions which are best value and feature rich for UC*.
Q. Would you be willing to support a cross connect with CENIC & I2?   R. *Yes, UC is seeking any opportunity that would make economic sense in partnering with CENIC/I2*
Q. Does it preclude campuses from choosing cloud only solution.   R. *No, it does not. Each campus cloud solution would be very specific requiring more in depth technical scope and a detailed proposal from the awarded Supplier.*
Q. Can UC commit to a minimum/mandatory use?   R. *UC cannot commit to a minimum use per policy. Suppliers are encouraged to consider tiered discounts in their pricing offer should minimum commitment be of concern. Consider that all campuses do not exclusively use CalNet.*   *Our objective is to bring the right solution, terms and pricing for the UC Locations. The focus is also for a more streamlined process and to rationalize the supplier base.*

TV
Q. If the Supplier were to drop at a central point and use the CENIC backhaul to reach of the campuses - Would this be acceptable architecture?   R. *This would be an acceptable option. However, campuses would like to have the option of connecting locally.*
Q. If CENIC is the connection medium to each of the campuses, would UC consider engaging with CENIC as layer 1 or layer 2 provider or would UC expect Suppliers to originate and contract with CENIC?   R. *Yes, this would be a possible option*
Q. Even though you have CENIC as the backbone, a Supplier can drop off their service at a location and push out to the UC or is there a demarc?   R. *Currently, most UC's are using a local demarc or could be individually as well.*

OMNIA
Q. Does the Supplier needs to enter into an agreement with OMNIA prior to being awarded?   R. *No, Exhibit B (Administration Agreement) will only become a fully executed agreement if Supplier is awarded a contract. The goal is to align execution of both the Administration Agreement and UC's Master Agreement.*
Q. Is the Admin Fee on going and whether the billing handled is handled by OMNIA   R. *The admin fee and reporting is the agreement directly between OMNIA Partners and the Awarded Supplier(s), see Exhibit G for details.*
Q. Is the Admin Fee on the rate itself and how is it structured.

R. *Our standard admin fee is 3% of sales, however this is a new category and different type of service in the OMNIA Partners portfolio. We are open to proposed structures but will vary by category.*

Q. Is the Admin Fee negotiable?

R. *Yes, this is negotiable. Please redline within the Administration agreement and submit with your RFP response for consideration.*

Q. Are any of the TC's in the Admin Agreement negotiable?

R. *Yes, this is negotiable. Please redline within the Administration Agreement and submit with your RFP response for consideration.*

Q. Will OMNIA provide its current membership roster for its members for review?

R. We currently have over 60,000 participating agencies, however the membership roster *is confidential to OMNIA Partners and will be provided through the onboarding process to the awarded Supplier(s).*

UC Response to Supplier Questions

Discussion - Title	Discussion - Description (Post)	UC Response
SLA	Please clarify if the SLA penalties are capped at a certain amount per month?	See UC's proposed monthly rights and remedies in the proposed SLA attachment. SLA penalties are based on a percentage of the TMRC.
SLA's	Can SLA's be modified to reflect typical Carrier SLAs?	No, the SLA's are minimum requirements. Suppliers are expected to meet or exceed the stated SLA's.
Insurance	Please confirm which Insurance coverages in Article 9 of the UC Terms & Conditions apply to this RFP – many of them are listed as "if applicable"	Suppliers are required maintain insurance as stated. Exceptions: Professional Liability - mandatory if Supplier would provide professional services Fidelity Bond - mandatory if Supplier would have access to cash or funds on behalf of UC, otherwise optional.
Patronage	Please provide clarification for the UCOP patronage system.	Please refer to Q.6 in OMNIA Partnership Program - National Capabilities for details.
Patronage	a. Clarify what organization(s) are to receive the three (3) percent "Patronage Incentive". b. Is this paid directly to The Regents of the University of California only? c. Does each UC Location participating in the incentive program also receive the three (3) percent Patronage Incentive for a total of six (6) percent paid out each quarter? d. Does OMNIA also receive a "Patronage Incentive"?	a. The patronage incentive is applicable to ALL UC Locations b. The patronage incentive will be issued to The Regents of the University of California and mailed to the respective UC Location participating in the incentive program. c. No, the patronage incentive is 3% and issued to the UC Location directly. d. No
Patronage	What is meant by "Each UC Location will have the right to modify proposal pricing for the individual UC Location up to three percent (3%) in the event UC Location decides not to implement an incentive program"?	A UC Location may choose to take the patronage incentive upfront. The quotation shall be modified to reflect the 3% if such is the case.
Scoring criterion	Can you please detail what your scoring criteria is, if there is any guidance beyond Section I in the Process Summary?	A Best Value evaluation process will be used to evaluate and determine award. This shall be the most advantageous balance of price and qualitative elements. The scoring will be based on demonstrated capabilities including but not limited to: service offerings, relevant experience, security, performance, support, sustainability, cost and other elements. The RFP responses will be evaluated based on the information submitted and scored by each member of the RFP Project Team.
Pre-Bid Meeting Slides	NEC Corporation of America is a subsidiary of NEC Japan (parent company) and rolls its non-public financials to is parent company. Would the audited financial statements from the parent company suffice?	Yes, this would suffice

UC Response to Supplier Questions

Discussion - Title	Discussion - Description (Post)	UC Response
University Contact Information	Who do we contact at UCSB and UC Merced to schedule an on-site visit to determine costs to serve?	Please request contact details by email, roshni.pratap@ucop.edu
Sustainability	Who bears the cost of the sustainability assessment?	The cost of sustainability assessment is borne by the Supplier
Sustainability	What would be the impact of the assessment on the contract? Is completion of an assessment required prior to execution of a contract?	The Ecovadis assessment is a requirement. In the event of an award, Supplier(s) would be required to register and participate in an assessment of their sustainability practices and procedures through the Ecovadis Corporate Social Responsibility (CSR) monitoring platform within 6 months of signing the agreement .
Pricing	International and some domestic rates change from time to time. Can there be a provision with notice to change rates.?	UC is seeking firm rates for the duration of the agreement. Any rate change notification will be reviewed by the UC and, UC shall in its sole discretion decide on any rate changes.
Cloud VoIP	RFP Q. Describe how you would provide integration to on-prem PBX including shared dial plan and analog endpoints. Please also list PBX's supported. Q. Could you elaborate on what type in integration you are looking for? I.e. 5-digit dialing?	*For this RFP, cloud VoIP is to augment the existing on-premise PBX. For any campus phone connected to the on-prem PBX or to the cloud VoIP supplier, it needs a consistent dialing experience when dialing outside numbers or when dialing 4 or 5 digits (depending on the dial plan) to other campus stations. *Porting of DID numbers associated with each campus is a slow and tedious process. One way to handle this is to allow all DIDs to terminate with the on-prem PBX and then route numbers from and to the cloud VoIP supplier via a gateway / SIP trunk integration. Each supplier should provide details on DID porting/integration. *The notion of augmenting the on-prem PBX implies a hybrid solution that compliments the on-prem PBX. Since no campus may be prepared to do a flash cut overnight, the cloud VoIP supplier must augment the existing on-prem PBX whether or not the intent is to replace the on-prem PBX later.
Cloud VoIP	RFP Q. Describe Automatic Call Distribution (ACD) features, call flow configuration and limitations. Q. Do you have any interest in IVR features and functionality?	Yes, any available IVR features and functionalities should be included as part of the overall ACD offering.
Cloud	RFP Q. Describe your voicemail retention and capacity limitations including other salient features. Q. Are you looking for Storage capacity on other applications or features on V/M	We are looking for features on V/M. Please describe, if any, storage capacity limitations on voicemail boxes. What are the voicemail retention features and limitations: Legal, HR, Safety and other stakeholders may have regular needs to keep voicemails as documentation.
Landline	Please define "A11" numbers?	This was a typo error and should read "x11". This is now corrected in the questionnaire.
Cloud	Are you interested in pure hosted Cloud VoIP solutions that do not have to integrate with an existing PBX at any facilities?	At a minimum, we are looking for hosted cloud VoIP solutions that can augment an existing on-prem PBX.

UC Response to Supplier Questions

Discussion - Title	Discussion - Description (Post)	UC Response
Security	Security questions pertaining to Telecommunications asks about customer data protection. Information retained for UCaaS would typically be; Username; Extension; DID; possibly an e-mail address. Does this truly require protection?	UC Institutional Information (UC Data) requires protections. However, the security controls are based on the level of sensitivity. Username and email if not protected, could be compromised, reducing level of effort required for bad actors to cause harm to UC (ex: contacting Supplier using UC data to make unauthorized account changes or gain unauthorized access to UC accounts). If the UCaaS contains less sensitive information, the protection required are less.
OMNIA	Define what "National Supplier" means to UCOP and OMNIA?	A supplier has the ability to market, sell and service their products to the majority of states in the country through the contract
General	What other fees or incentive payouts, if any, are part of this RFP and are expected to be paid by the Vendor?	All fees and incentive payouts are documented in the RFP